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Sheri Beasley (Depositor's name)
Sheri Beasley (Signature)
04-01-2008 (Date)

24739 7590 01/07/2008
CENTRAL COAST PATENT AGENCY, INC
3 HANGAR WAY SUITE D
WATSONVILLE, CA 95076



APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/387,616	08/31/1999	DAN KIKINIS	P3233D1	2803

TITLE OF INVENTION: METHOD AND APPARATUS FOR PROVIDING AN INTERACTIVE HOME AGENT WITH ACCESS TO CALL CENTER FUNCTIONALITY AND RESOURCES

APPLN. TYPE	SMALL ENTITY	ISSUE FEE DUE	PUBLICATION FEE DUE	PREV. PAID ISSUE FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	NO	\$1440	\$0	\$0	\$1440	04/07/2008

EXAMINER	ART UNIT	CLASS-SUBCLASS	04/03/2008 SDENB084 00000075 09387616
ADDY, THUAN KNOWLIN	2614	379-265010	01 FC:1501 1440.00 OP

1. Change of correspondence address or indication of "Fee Address" (37 CFR 1.363)

- ☐ Change of correspondence address (or Change of Correspondence Address form PTO/SB/122) attached.
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- (1) the names of up to 3 registered patent attorneys or agents OR, alternatively,
 (2) the name of a single firm (having as a member a registered attorney or agent) and the names of up to 2 registered patent attorneys or agents. If no name is listed, no name will be printed.

1 *Central Coast*
 2 *Patent Agency,*
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3. ASSIGNEE NAME AND RESIDENCE DATA TO BE PRINTED ON THE PATENT (print or type)

PLEASE NOTE: Unless an assignee is identified below, no assignee data will appear on the patent. If an assignee is identified below, the document has been filed for recordation as set forth in 37 CFR 3.11. Completion of this form is NOT a substitute for filing an assignment.

(A) NAME OF ASSIGNEE

Genesys Telecommunications
Laboratories, Inc.

(B) RESIDENCE: (CITY and STATE OR COUNTRY)

Daly City, CA

Please check the appropriate assignee category or categories (will not be printed on the patent): ☐ Individual ☒ Corporation or other private group entity ☐ Government

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- ☐ a. Applicant claims SMALL ENTITY status. See 37 CFR 1.27. ☐ b. Applicant is no longer claiming SMALL ENTITY status. See 37 CFR 1.27(g)(2).

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Authorized Signature *Donald R. Beys*

Date *04-01-2008*

Typed or printed name *Donald R. Beys*

Registration No. *35,074*

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Date of Deposit: 04/01/2008

Ref: Case Docket No.: P3233D1

Application of: Dan Kikinis et al.

Serial Number: 09/387,616

Filing Date: 08/31/1999

Title of Case: Method and Apparatus for Providing an Interactive Home Agent with Access to Call Center Functionality and Resources

I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner for Patents, Alexandria, VA 22313-1450.

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